

MANAGEMENT SYSTEM FOR MANAGING P1 AND P2 STUDENTS IN COUNSELLING UNIT

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I/We* hereby declare that I/We* have checked this thesis/project* and in my/our* opinion, this thesis/project* is adequate in terms of scope and quality for the award of the Bachelor of Computer Science (Software Engineering).

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MANAGEMENT SYSTEM FOR MANAGING P1 AND P2 STUDENTS
IN COUNSELLING UNIT

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ABSTRAK

Unit Bimbingan dan Kaunseling adalah sangat penting bagi sesebuah organisasi pendidikan. Unit Kaunseling Universiti Malaysia Pahang adalah organisasi yang bertanggungjawab untuk membantu pelajar menyelesaikan masalah akademik, peribadi, psikososial dan kerjaya secara individu dan kelompok. Unit Kaunseling Universiti Malaysia Pahang masih menggunakan kaedah manual dalam pengendalian pelajar terutamanya pelajar Pemulihan 1 dan Pemulihan 2. Antara masalah dihadapi adalah kesukaran dalam menguruskan data pelajar yang dilakukan secara manual, penjadualan sesi kaunseling secara manual yang menyumbang kepada kesalahan merekod dan sebagainya. Dalam menguruskan pelajar P1 dan P2, Unit Kaunseling perlu melakukan prosedur yang memakan masa dan memerlukan lebih gerak kerja. Sistem Pengurusan pelajar Pemulihan 1 (P1) dan Pemulihan 2 (P2) dijayakan dalam usaha untuk menjadikan segala urusan mudah bagi kaunselor dan pelajar Pemulihan 1 dan Pemulihan 2. Sistem ini yang mampu meningkatkan kualiti dan produktiviti kaunselor dan pelajar untuk menjalankan peranan masing-masing. Sistem ini bukan sahaja memfokuskan kepada penjadualan sesi kaunseling, namun pengurusan data pelajar, pengurusan penajaan laporan, pengurusan kehadiran pelajar dan segala urusan yang berkaitan dengan Pemulihan 1 dan Pemulihan 2. Sistem ini telah dibina mengikut metodolgi Pembangunan Aplikasi Rapid (RAD). Sistem yang dibina perlu mengikuti empat fasa yang digunakan oleh metodolgi RAD. Sistem ini dibina untuk kegunaan oleh kaunselor Unit Kaunseling UMP, pelajar P1 dan P2 serta staff di Unit Kaunseling UMP.

ABSTRACT

Counselling Unit is very important for an educational organization. Counselling Unit of Universiti Malaysia Pahang(UMP) is the organization that responsible for helping students in solving academic, personal, psychosocial and career issues individually and in groups. Counselling Unit of UMP still uses the manual method in managing students especially students of Pemulihan 1 (P1) and Pemulihan 2 (P2). The main problems face is the difficulty in managing student data manually, scheduling session manually which contributes to errors in recording. In managing P1 and P2 students, the Counselling Unit needs to go through the time-consuming procedures and requires more work from counsellors and Staff of Unit Counselling. P1 and P2 student management system is geared towards making all the manual process becomes more effective for the counsellors and students of P1 and P2. The users of the system are UMP Counselling Unit Staffs, counsellors, faculty administration staffs and P1 and P2 students. This system focuses not only on the scheduling of counselling sessions, but data management, generating report, attendance management and all matters related to P1 and P2 students. This system has been developed according to the Rapid Application Development methodology (RAD). The system follows four phases used by RAD methodology. The system tested by counsellor and the system fulfilment all the requirements given.

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LIST OF ABBREVIATIONS

BPA	Bahagian Pengurusan Akademik
CSS	Cascading Style Sheet
JAD	Joint Application Development
HTML	Hyper text Markup Language
PHP	Hypertext Preprocessor
PTMK	Pusat Teknologi Maklumat dan Komunikasi
RAD	Rapid Application Development
SDD	Software Design Document
SDLC	Software Development Life Cycle
SQL	Structured Query Language
UAT	User Acceptance Test
UMP	Universiti Malaysia Pahang

CHAPTER 1

INTRODUCTION

1.1 Introduction

Stress is a sense of depression that occurs from the emotional disturbance as a result of the reaction of something beyond a person's habits or abilities due to a burden on a person.¹ There are various factors that can cause stress. The causes of stress are closely related to a person such as family problems, financial, friends or problems with workplace. Stress also stems from the attitude or nature of a person such as lack of confidence, quick despair, and communications problems.

Students have no exception in facing stress problems. A study found that that time management, financial problems and social activity are the factors that contribute to the stress among student.² Students need to adapt to the changes when they are entering college when there required big efforts to obtain excellent results in the examination. The fierce competition in pursuing academic excellence will put pressure on students.

Counselling Unit in Universiti Malaysia Pahang (UMP) is an organization that provides support to students that experiencing emotionally difficulties by helping those to identify and work through their issues in order to make sure that UMP's students are always excellent in educations and personalities. Counselling Unit aims to help UMP students' handle their academic problem, personal problem, psychosocial and career individually.

According to Puan Paridah, the head psychologists in Counselling Unit Universiti Malaysia Pahang, various stress problems have been identified and referred to counselling for advice. The identified problems are related to academic decisions, bachelor Projects (PSM), overloaded assignments, personal problems and improper time management.

Counselling Unit has offered multiple services to the students. Some of the services are Individual Counselling, Group Counselling and Career counselling. P1 (Pemulihan 1) and P2 (Pemulihan 2) counselling sessions are one of the sessions that are provided which is conducted under Individual Counselling services. These sessions are focus on Counselling and Psychological Consultations in order to recognize their potential and identify problems while addressing the problems faced. P1 and P2 is the indicator for student academic achievement in every semester whose need support emotionally and mentally.

1.2 Problem Statement

The current manual system in counselling unit need counsellor to be more precise and careful in all details of their work at all times to avoid any double-booking appointments. These problems reduce the efficiency of current system implemented in the counselling unit to manage P1 and P2 students' counselling sessions. The Management System for Managing P1 and P2 students helps with efficiencies in managing student's appointment in order to conduct counselling session.

Besides, the system that is currently used in Counselling Unit may cause students and counsellors forgot their appointment due to their busy daily schedule. This problem may lead to wasting time because students and counsellor need to reschedule their appointment while there are plenty of P1 and P2 students that need to be handled by counsellors. The system will reduces no-show by displays the upcoming appointment in the system.

Apart from that, the current process implemented is time consuming. Normally, counsellor will get the printed lists of P1 and P2 students from BPA to get them consultation. In the lists given by BPA, there is no contact information of the related students for counsellor to reach the students to set appointments in order to conduct a counselling session. Therefore, counsellor needs to send the lists to PTMK and requests for the students' contact information. PTMK will give the requested information by sending letters to the Counselling Unit. Then, counsellors get to contact the students one by one and set appointments according to the students and counsellor availability.

Moreover, counsellor needs to record attendants in a log book and progress report of the students manually for every session conducted. If any student failed to attend appointments or response to their counsellors within 3 months, counsellor needs to send letter to their faculty. The letter is to notify their faculty and take further actions on the students. In this case, counsellor needs to track and extra alert of P1 and P2 attendance records in the log book.

Lastly, when dealing with huge amount of data, counsellor facing difficulties in organizing the data. Reports allow counsellor, faculty and admin to present data in ways that easier to understand and help in describing the information accurately in a way that is easy to understand. Besides, counsellor also can use the data collected to notify faculty the status of P1 and P2 students through the system. The current manual system does not able to generate report that can automatically reach faculty to allow faculty monitor students of P1 and P2.

Next, when the student attends the counselling session, they need to answer Mooney Problem Checklists (MPCL) before the sessions start to identify their problem with 220 questions. Sample of questions can be found in appendix D. The counsellor will calculate the score and identify the student's problem manually before the session started. This process takes a lot of time for the first sessions between counsellor and student since counsellor need to wait for student response and determine the problem category.

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